

# Family Member Deployment Handbook



**REAPERS**



**VIPERS**



**SIDEWINDERS**



**STALLIONS**



**ROUGH RIDERS**



**DAWGS**

**1<sup>st</sup> Battalion, 4<sup>th</sup> Aviation Regiment  
4<sup>th</sup> Infantry Division (M)  
Fort Hood, Texas  
[www.hood.army.mil/4id](http://www.hood.army.mil/4id)**

# Contents

Introduction / Battalion Commander Remarks	3
Handling Emergencies	4
Darnall Army Community Hospital Phone Numbers	5
Army Community Service	6
Army Emergency Relief	6
American Red Cross	6
Legal Assistance	6 - 7
Important Documents and Information for Spouses	7
Finance/Budget	8
Home Security/Crime Prevention	8 - 9
Child Care/Management/Abuse Prevention	10 - 12
Entitlements	13 - 14
Resource Listing	13 - 22
Youth Activities	22
Special Assistance HOT LINE Numbers	23 - 24
Spouse Checklist	25 - 28
Fort Hood Frequently Called Numbers	29 - 31
The Nature of my Problem is....	32
Appendix A: <i>Mail Release / LES Release Form</i>	29
Appendix B: <i>Family Support Information Form</i>	34
Appendix C: <i>Family Readiness Group Telephone Tree</i>	35
Appendix D: <i>House Care Checklist</i>	36 - 37
Appendix E: <i>Pre-Deployment Checklist</i>	38
Appendix F: <i>Spouse Leave Information Form</i>	39
Appendix G: <i>MyPay Restricted Access PIN / Guest AKO Account</i>	40

## **From the Commander**

Dear Attack Family,

An important piece of this deployment is preparing our families for separation. We do this by informing them and leaving a robust support structure behind with family members and Soldiers. Informed, prepared families allow those of us forward to focus on the task at hand without constant concern that something is neglected back home.

Michael J. Rapavi  
LTC, AV  
Commanding

## **Introduction**

### **What is a Deployment?**

Deployment is a military duty away from home. It may be short as overnight or as long as an unaccompanied tour. The purpose of these deployments or separations is to keep our military forces at the highest state of readiness and to meet our global military commitments.

Your spouse may deploy at any time, although most separations are scheduled well in advance. The nature of the military makes it extremely important to have your family affairs in order so that you will be able to take care of unexpected situations that may come up during a deployment or separation.

This handbook has been developed to help you and your family in preparing for deployment, unaccompanied tours and extended temporary duty. You will find within these pages helpful suggestions, pertinent information about post agencies, and those tasks which are essential for your family's welfare. As with any separation, preparation is the key to success.

### **The Deployment Handbook**

We hope you will use this handbook to prepare your family. You will discover that there are many areas of concern that go unnoticed until it is your family situation. Please take the time to fill in the necessary information so that the challenges and stresses related with your spouse's absence can be minimized.

## **Handling Emergencies**

### **What if deployed spouse has an emergency?**

If your spouse develops a serious problem while deployed, i.e. sickness, injury, etc., the Company Commander or Rear Detachment Commander, a commander's representative, a member of the Family Support Group, and/or the Battalion Chaplain will contact you. If someone else calls you to report an injury to your spouse, call the Rear Detachment Commander immediately to verify it!!!

### **What if you have an emergency?**

If you develop a serious problem while your spouse is deployed, contact one of the following immediately:

Rear Detachment Commander  
Chaplain or On-call Chaplain  
Red Cross

An emergency may involve the death, critical illness or injury of an immediate family member (spouse, parents or children.)

The medical definition of critically ill or injured means the possibility of death or permanent disability. The commander may approve other situations, not listed above, as emergency in nature.

The Commander/Rear Detachment Commander will maintain contact with the unit on a regular basis and can pass urgent messages to the unit for relay to your spouse. If your spouse's presence is necessary and it is confirmed by appropriate military professionals (Doctor, Red Cross etc.), we will get your deployed spouse home. As soon as the emergency passes, your spouse may return to his/her unit. To assist you in providing pertinent information needed to determine the extent of the emergency, an Emergency Notification Form is at Appendix E.

### **Sources of help**

1. Family Support Groups and the Chain of Concern
2. Battalion Rear Detachment Commander and/or 1SG
3. Chaplain
4. Army Community Services (ACS) and Family Advocacy Program
6. Consumer Affairs/Financial Assistance Program (CAFAP)

## **Darnall Army Community Hospital**

<b>General Information</b>			
<b>Appointments</b>	<b>288-8888</b>	<b>Birth Clerk</b>	<b>286-7184</b>
<b>Appointments Toll Free Number</b>	<b>800-305-6421</b>	<b>Patient Representative</b>	<b>288-8156</b>
<b>Fort Hood Information</b>	<b>288-INFO (4636)</b>	<b>National Poison Control Hotline</b>	<b>800-222-1222</b>
<b>Darnall Information Desk</b>	<b>288-8000</b>	<b>Cancel Appointments</b>	<b>288-7777</b>
<b>TRICARE</b>			
<b>TRICARE Service Center</b>	<b>800-406-2832</b>	<b>DEERS Enrollment</b>	<b>800-538-9552</b>
<b>TRICARE Nurse Advice Line</b>	<b>800-611-2871</b>	<b>Active Duty Family Member Dental</b>	<b>800-866-8499</b>
<b>One-Stop Help &amp; Info</b>	<b>288-8155</b>	<b>TRICARE Retiree Dental Program</b>	<b>888-838-8737</b>
<b>Primary Care Clinics</b>			
<b>Family Care Clinic at Darnall</b>	<b>288-8280</b>	<b>Bennett Health Clinic</b>	<b>618-8039</b>
<b>Copperas Cove Family Care Clinic</b>	<b>542-3080</b>	<b>Monroe Health Clinic</b>	<b>618-8768</b>
<b>Thomas Moore Health Clinic</b>	<b>287-5939</b>		
<b>Specialty Clinics</b>			
<b>Allergy/Immunology</b>	<b>285-6335</b>	<b>Outpatient Nutrition Clinic</b>	<b>288-8860</b>
<b>Cardiology</b>	<b>288-8091</b>	<b>OB/GYN</b>	<b>288-8120</b>
<b>Dermatology / Neurology</b>	<b>288-8080</b>	<b>Occupational Therapy</b>	<b>288-8040</b>
<b>Internal Medicine</b>	<b>288-8090</b>	<b>Optometry / Ophthalmology</b>	<b>288-8490</b>
<b>Orthopedics</b>	<b>288-8190</b>	<b>Physical Medicine</b>	<b>288-8490</b>
<b>Otolaryngology</b>	<b>288-8496</b>	<b>Physical Therapy</b>	<b>285-8040</b>
<b>Physical Exam</b>	<b>285-6232</b>	<b>Pediatrics</b>	<b>628-2100</b>
<b>Plastic Surgery</b>	<b>288-8931</b>	<b>General Surgery Clinic</b>	<b>288-8048</b>
<b>Podiatry</b>	<b>286-7733</b>	<b>Urology</b>	<b>288-8007</b>
<b>Population Health</b>	<b>288-8488</b>	<b>Women's Health Center</b>	<b>286-7780</b>
<b>Pulmonary/Respiratory</b>	<b>288-8952</b>	<b>Advise Nurse</b>	<b>1-800-750-6946</b>

## **Army Community Services (ACS) - 287-3071**

**What is Army Community Service?** ACS is a multi-service organization designed to assist Soldiers and family members by providing programs that will enhance their quality of life. It is the place to go for answers to your questions and help with your problems. It reflects the Army tradition of caring for its own and encouraging self help.

**How can ACS help?** The Fort Hood Army Community Service Center provides free assistance for Soldiers and their families in the following areas:

- |                                       |                             |
|---------------------------------------|-----------------------------|
| - General Information and referral    | - Financial Counseling      |
| - Emergency Food Locker/Loan Closet   | - Family Support Group      |
| - Exceptional Family Member Program   | - Army Emergency Relief     |
| - Family Member Employment Assistance | - Emergency Shelter         |
| - Family Advocacy Program             | - Emergency Transportation  |
| - Emergency Respite Care              | - Parent Support Play-Group |

## **Army Emergency Relief (AER) - 288-5003**

Army Emergency Relief (AER) provides interest free loans and grants for active duty or retired families who find themselves in unexpected emergency financial situations.

## **American Red Cross - 287-4746/4745.**

The American Red Cross at Fort Hood provides 24-hour services to active duty military personnel and their families. Services provided are in the areas of emergency communications, counseling personal or family problems, financial assistance and referral to other agencies.

## **Legal Assistance - 287-1850**

**Q. What specific services can the Legal Assistance Officers perform?**

A. They can handle problems, including:

- |                                |                              |
|--------------------------------|------------------------------|
| Debtor/creditor relations      | Contracts                    |
| Landlord/tenant relations      | Notarizations                |
| Domestic relations             | Wills and powers of attorney |
| Immigration and naturalization | Consumer affairs             |
| Tax information                | Insurance                    |

The Legal Assistance officer cannot handle the following:

- Private income-producing activities
- Representation in civilian courts
- Representation concerning prosecution under the UCMJ

**Q. What about preparing a WILL prior to deployment?**

A. Your Legal Assistance Officer can assist you in preparing a will. Please see him/her PRIOR to your spouse's deployment. A will is needed to dispose of property and provide for minor children's care in the event of your death or the death of your spouse.

**Q. What is a Power of Attorney (POA)? Are there different types of POAs? Do I need one for a deployment?**

A. A Power of Attorney is a document with which the Soldier authorizes another person (husband, wife, parent) to act on the Soldier's behalf.

A **General POA** grants authority over all of the Soldier's personal affairs.

Soldiers being deployed may only need a **Special POA**, which will:

- Authorize another person to take possession, operate, and/or register a vehicle
- Authorize hospital or medical care for dependent children
- Dispose of certain property
- Receive and cash pay checks

**Important Documents and Information for Spouses**

It is very important for you, a military spouse, to have certain documents in your possession. If you are required to take full responsibility for your family due to a deployment, you will be able to do so without any problems. You should have most of this information already.

**Please sit down with your spouse and gather this information and these documents. Keep the following documents in a special container or safe that you can find immediately!!!**

- ❑ Marriage Certificate
- ❑ Birth Certificates for all family members
- ❑ Shot records (up to Date) for all family members, including pets
- ❑ Citizenship papers, if any
- ❑ Adoption papers, if any
- ❑ Armed Forces ID Card for all members (10 years or older)
- ❑ Sponsor's Social Security Number
- ❑ All government and civilian life insurance policies
- ❑ Last LES (Leave and Earnings Statement)
- ❑ Power of Attorney (Have several copies)
- ❑ Copies of wills for both you and your spouse (It is important for your protection that both parties have a will.)
- ❑ Several copies of your spouse's TDY and /or PCS orders
- ❑ Current addresses and telephone numbers of members of your immediate families--yours and your spouse' (fathers, mothers, children, brothers, sisters). Have all important phone numbers readily available in case of an emergency.

## **Finances / Budget**

**CHECK TO BANK:** Open a JOINT checking account if you do not already have one. Then go to your PAC / S1 and fill out paperwork, which will send your paycheck directly to the bank. This is the easiest, fastest, and safest, way to get your money. All married Soldiers are *strongly recommended* to have a joint checking account with their spouses.

**CREDIT CARDS:** Keep plastic money to a minimum. It gives you a false sense of wealth where there may not be any money.

**ALLOTMENTS:** This guarantees that a certain amount of money will always be deposited in your account. If you have to take casual pay for any reason, such as emergency leave, your allotment will still be secure. This eliminates a surprise shortfall in money to your family.

**INSURANCE:** Review current life insurance coverage to ensure that policies, other than SGLI, do not contain a war clause. This ensures that beneficiaries for all policies are correct and that premiums are covered during the sponsor's absence.

**BUDGET/FINANCIAL COUNSELING:** Contact the Army Community Service (ACS) in your community for assistance in working out a budget.

## **Home Security / Crime Prevention**

Crime and fear of crime are big problems that influence how you live. The most important resources we have in reducing these problems are neighbors working together to prevent crime. This makes it harder for crime to happen and reduces the chance for criminals to victimize you and your family members.

Crime is a local problem and can best be deterred through locally organized groups of neighbors and residents within housing areas. Many communities have active Neighborhood Watch type mutual protection programs, where neighbors look out for each others property and safety. Check with your military police to see if your community has such a program. If so, join up. If not, start one. Get together with neighbors on your block, in surrounding streets, or in your building (if in quarters, check with your building coordinator or village mayor). Start by sharing crime prevention information. Exchange work and home telephone numbers with your closest neighbors. Keep them posted on your daily and vacation schedule. Let them know about scheduled repairs or deliveries. If they spot suspicious people or vehicles around your home while you are gone, they will know something is wrong and call the military police or the local police.



## **CRIME PREVENTION TIPS**

- If your spouse is deployed, don't advertise it. This alerts everyone that your spouse will be away for an extended period of time.
- ALWAYS lock your doors, you are only going out for just a few minutes. In addition to the front and rear doors. keep your garage, cellar, patio, storage areas, and any other entrances locked. Periodically check them.
- If you live in government housing, are the doors to your stairwell secured? If so, are they consistently kept locked? If not, contact your building coordinator.
- If you are taking a trip or will be away for a period of time ask a neighbor to collect any mail, flyers, and newspapers, so they won't pile up outside your box or in your mailbox. Stop deliveries until you return.
- Be cautious of door-to-door sales people and other solicitors. If possible, conduct the conversation at the door. Be cautious who you invite into your house. If you invite a solicitor in, DO NOT leave him/her alone in a room.
- Keep telephone numbers of the military police, city police, and ambulance next to your phone.
- Familiarize yourself with unit, community, and local emergency reporting procedures, such as: calling for police assistance, obtaining emergency medical help (especially the times to call the proper medical help), 911, etc.
- Report suspicious persons or activities immediately to military police or local police authorities. Be especially cautious during special activities in your neighborhood.
- Tell your children to never admit being home alone on the telephone or to someone at the door. Teach them to say: "Mom or Dad can't come to the phone and will call back."
- Teach young children how to contact the police or a neighbor; make sure they know their home address and telephone number.
- Screen repairpersons and solicitors to ensure their visit is legitimate. If possible, install a peephole in your door; if not, use a window.
- Remember, disguises and uniforms are easily obtained. Before you let workers into your home, make sure there is a legitimate need and check their credentials. Call the firm/organization they claim to represent to verify their identities.
- If you suspect or detect someone observing your home, activities, or that of your neighbors, report it immediately to the police.

## **IDEAS FOR MANAGING CHILDREN DURING DEPLOYMENT**

Dealing with all these problems requires the honest expression of feelings in the family.

Even if there are no apparent conflicts, the following are recommended to make the separation easier:

- Talks about feelings, all feelings are OK.
- Keep busy during the separation.
- Maintain the same rules for the children; they need the stability of unbroken routines.
- Encourage letter writing/sending:
  - Pictures.
  - Artwork.
  - Schoolwork.
- Absent parents need to write separate letters to each child, each needs direct communication.
- Plan special outings regularly for something to look forward to.
- Keep in touch with teachers and other youth leaders to work together on changed behaviors or developing problems.
- Contact Youth Programs about youth support groups where children talk with and support each other.

## **CHILDCARE**

The on-post Child Development Centers (CDCs) maintains a regular schedule during deployment and field exercises. Childcare (10 hours per month for one child and a maximum of 20 hours per month for two or more children) for E-1 through E-4 is free, if children are registered through CDS for this program.

- CDC Full-day/Part-day Care/Hourly, Ft Hood Center only.
- **Registration/Information and Referral** **287-8029**
- Comanche Child Development Center (Bldg. 52024, Tank Destroyer Blvd.) 287-4848
- Clear Creek Child Development Center (Bldg. 4819, Hwy. 190) 288-5222
- Fort Hood Child Development Center (Bldg. 113, Hood Rd) 287-6037

## **BABY-SITTING LIST**

Child Development Services (CDS) provides a list of certified baby-sitters.

Children must be registered with CDS.

Contact CDS Central Registration, Building 9001, at 287-8029, 20<sup>th</sup> St. & Battalion Ave.

## **EMERGENCY FAMILY CHILD CARE**

Army Community Service (ACS) maintains a Crisis Parent File in coordination with CDS.

\*Short-term care (1 to 7 days) may be requested by contacting the Family Advocacy Program Manager at:

- |                            |                      |
|----------------------------|----------------------|
| • ACS                      | 288-2943 or 287-3726 |
| • CDS Central Registration | 287-8029             |
| • Family Child Care        | 288-3190             |

\*After duty, weekends, and holidays call 287-2520/2506 (III Corps Operations Center).

## **CHILD ABUSE AND NEGLECT**

The additional stress on a parent, when the Soldier is not available to help with children, can mount to the breaking point quickly. Don't get to the point where you abuse or neglect your children. Seek help.

Report suspected cases of child abuse or neglect to the proper agency.

In Texas, and on Fort Hood, failure to report abuse or neglect is a punishable crime.

### **On -post assistance**

- |  |                      |
|--|----------------------|
| • Darnall Army Community Hospital (DACH) | 288-8302             |
| • Military Police                        | 287-2176/7/8         |
| • Chaplains                              | 287-HELP             |
| • Family Advocacy Program (FAP) Manager  | 286-6774 or 287-0346 |
| • Child Abuse and Neglect                | 286-6775/6774        |

### **Off-post assistance**

- |   |                |
|---|----------------|
| • Texas Hotline   | 1-800-252-5400 |
| • Texas Department of Protective and Regulatory Services: |                |
| • Killeen   | 526-9011       |

## **CHILD ABUSE AND NEGLECT PREVENTION**

Steps to take before child abuse occurs:

- Make contact with other spouses to share concerns and experiences.
- Participate in social outings.
- Develop a chain of concern within unit before deployment.
- Visit the Lane Volunteer Center, which offers many types of classes. (Army Family Team Building Classes)

- Take “time away from kids” while Soldier is deployed.
- Free baby-sitting for junior enlisted families at CDC.
- Family members should share their time and talents with the many organizations on Ft Hood that need volunteers.
- Mothers Day Out Program.

\*To find out about volunteer opportunities, call 287-VOLS.

## **ENTITLEMENTS**

***Basic Allowance for Subsistence (BAS)*** BAS is payable all officers, warrant officers and enlisted Soldiers for the duration of the TDY/TCS period. BAS for enlisted Soldiers is \$267.18 per month and \$183.99 for officers per month.

***Separation Allowance*** If deployed or on TDY for more than 30 days, a Soldier with qualified dependents receives a monthly separation allowance. Soldiers must reside with their family members prior to separation.

***Combat Zone All enlisted Tax Exclusion (CZTE)*** All enlisted Soldiers present for official duty in any of the designated areas (designated by the SECDEF) for one or more days are federal tax exempt for all federal tax earnings for the entire month. Officers are also exempt from federal tax, limited to the monthly pay of the SMA Plus IDP/HFP. The CY 2005 tax exclusion limit is \$6,529 (6304.20+225.00). Leave earned while in a CZTE area is also excluded from federal tax when taken.

**Per Diem** Each Soldier is entitled to receive daily incidental per diem of \$3.50/day While deployed. Soldiers will receive all per diem once they complete a travel settlement voucher (DD Form 1351-2) at their home station upon re-deployment. Per Diem is not authorized during mid-tour leaves.

**Hardship Duty Pay (SAVE PAY)** In an area designated by the Secretary of Defense as HDP-Location, all Soldiers (Enlisted and Officers) deployed are entitled to HDP-L. This entitlement is payable on a daily basis and begins on the day of arrival in the Theater of Operations and stops the day of departure from the Theater of Operations. Both officer and enlisted rate is \$100.00/month for Kuwait and Iraq. HDP-L is shown as "Save Pay" on your LES under entitlements.

- *NOTE: HDP-L may take up to 45 days to show on LES.*

**Hostile Fire Pay (HFP)** This entitlement begins the day of arrival and ends on the day of departure to a designated HFP location (designated by the SECDEF). This entitlement is payable at \$225 a month. Soldiers present for official duty in any of the designated areas for one day during the month, are authorized the entire \$225 for that month.

## **ENTITLEMENTS(cont)**

### **Savings Deposit Program (SDP)**

All Soldiers assigned in the support of Operation Iraqi Freedom (OIF) outside the US and its possessions may participate in the program. Soldiers can contribute up to \$10,000 of unallotted current pay and Allowances after deployed for more than 30 days or at least one day in three consecutive months. The SDP earns 10% annually compounded quarterly (2.5%). Interest earned is taxed. Active duty Soldiers can contribute through allotment or cash. Eligibility for SDP stops on the day of departure from theater. Interest will stop accruing 90 days after re-deployment.

- *NOTE: Should the 90<sup>th</sup> day fall on any other than the last day of a month, interest will accrue through the last day of the preceding month.*

### **Special Leave Accrual (SLA)**

Special Leave Accrual (SLA) allows Soldiers to carry forward up to 90 days of leave at the end of the fiscal year (60 days ordinary leave plus 30 days Special Leave Accrual). There are 3 categories for SLA:

- Category I: Soldiers who were deployed for 120 or more continuous days in a Hostile Fire Pay area during the same Fiscal Year. First LTC commander is the approval authority.
- Category II: Soldiers assigned to a deployable ship, mobile unit, or other similar prescribed duty and were prevented use of leave due to assignment and designation. HRC is the approval authority.
- Category III: Soldiers who were deployed for less than 120 days but at least 60 days to meet a contingency operation of the U.S. HRC is the approval authority.

## **IDENTIFICATION CARDS**

The military I.D. card (DD Form 1172, The Uniformed Services Identification and Privilege Card) is the holder's passport to military services across any military installation. Therefore, this document is potentially the most important item a Soldier or military family member possesses.

Replacement of a family member's lost, stolen, expired, or mutilated I.D. card requires verification of family member status with the spouse's personnel records.

The spouse must bring a copy of the following:

- Marriage license.
- A picture I.D. (driver's license, passport, or someone with a military I.D. card who can identify the spouse).
- Child's birth certificate if applying for an I.D. card for the child.
- A general power of attorney.

If required documentation is not available for verification, a temporary I.D. card may be issued.

Temporary I.D. cards are valid for 30 days and are issued on a case-by-case basis, 288-7875 / 287-5670.

## **MILITARY MEDICAL EMERGENCIES**

The military defines an emergency as the DEATH, CRITICAL ILLNESS, or LIFE-THREATENING INJURY to an immediate family member. Critically ill or injured means the possibility of death or disability.

Immediate Family is defined as:

- Spouse.
- Parents.
- Children.
- Grandparents who raised you.
- Guardians who raised you.

The birth of a child, a broken arm or leg, or the flu are not considered emergencies.

Follow these steps if you are having a medical emergency:

- Know the name of the person having the emergency.
- Know the nature of the emergency.
- Get the location and name of the hospital involved.
- Know the doctor's name.
- Provide the above information to the unit or rear detachment commander.

Your spouse's unit commander is the only one authorized to grant emergency leave. The Commander may require a Red Cross Message to grant leave.

Emergency leave can be granted only when your spouse's presence will significantly contribute to assistance with the emergency or when a death has occurred.

A denial of leave does not mean that the request was not carefully considered.

NOTE: Your Family Readiness Group, friends, relatives, the chaplain, and on-post or civilian agencies in the community can often turn emergencies around. Try them out! Keep emergency information near the telephone.

## **DENTAL SERVICES**

**Family member dental care** is available in the civilian community. Enrollment in the TRICARE Dental Program is encouraged. Enrollment is initiated by calling United Concordia at 1-800-866-8499 (toll free). Information about the TRICARE Dental Program is available online at [www.ucci.com](http://www.ucci.com). Family members of active duty personnel and retired military beneficiaries will be seen for relief of pain, bleeding or infection on an emergency basis during sick-call hours. DOD beneficiaries with dental emergencies during non-duty hours should report to the Darnall Army Community Hospital Emergency Room.

## **COMMAND FINANCIAL SPECIALIST PROGRAM**

This program provides commanders a mechanism through which education, training, counseling, and referral procedures can be established in their units. This program is designed to help each Soldier achieve financial readiness.

## **BILLETING OFFICE**

Guest House - Accommodations for Soldiers and eligible civilians is available, with or without families, can stay with pets. The Guest House is for incoming and outgoing personnel. Unit sizes vary. A utility room is normally available equipped with washer and dryer, 254-532-5157 or 254-287-2700 or 254-532-2100.

TDY Facility - Accommodations for military and civilian TDY visitors may be available on post, or in off-post contract motels/hotels. Certificates of non-availability of quarters will not be issued unless all accommodations on and off post are occupied. Reservations may be made through the billeting office.

Distinguished visitors quarters accommodations may be provided for distinguished visitors. Reservations may be made through the Billeting Office, 254-532-8233.

Family Housing - Availability varies. Contact the Family Housing office for information and assistance.

## **CASUALTY SECTION**

Arranges for a casualty assistance office that provides an escort for next-of-kin of a deceased Soldier and helps settle the affairs of the deceased Soldier. Arranges for burial, grave, and funerals of active duty or retired Soldiers who have died. Processes next-of-kin notifications.

## **CHAPLAIN SUPPORT**

Military chaplains are in a unique position to render Soldier and dependent support. Military chaplains represent a perspective based on faith in dealing with personal issues.

Some of the general chaplain services available include marital counseling, individual counseling, and pastoral care. Unique to the Army is the availability of religious ministry at the unit level. All battalions and separate companies have chaplains who provide the above mentioned services, plus much more. Fort Hood maintains a 24-hour duty chaplain for emergencies after hours. The staff duty chaplain may be contacted by calling 287-2427 (CHAP).



## **CHAPLAIN FAMILY LIFE CENTER**

This facility is located at the Comanche Chapel Community Center, Building 52024, Old Copperas Cove Road on Fort Hood. Tapes, books, videos, and various pamphlets are available on a variety of subjects from marriage to separation anxiety and the stress of reunion. Some of these items may be signed out while others are free to take.

Unit and installation family life chaplains can provide training on personal effectiveness, enrichment programs, couple's communications seminars, religious retreats, parental skills and training, personal counseling, as well as other programs dealing with human issues.

Classes may be scheduled regarding couple communication, stress management, active parenting, and sole parenting issues. The director of this facility functions as a Crisis Intervention Trainer and supervises those who provide care at the Family Assistance Center established during deployments.

## **CHILD DEVELOPMENT SERVICES (CDS)**

Offers childcare options with various types of service, locations, hours of operation, and fee schedules that are responsive to the needs of military families living on and off post.

CDS offers center-based full-day, part-day, and hourly services within centralized installation facilities providing closely monitored, structured, group experiences relevant to the age and development of the child.

Offers certified home-based family child care programs within government quarters providing a family atmosphere with a limited number of children, flexible hours and the capability of addressing unique child care requirements.

CDS offers low cost alternative child care programs and support services both on and off post.

## **CIVILIAN PERSONNEL OFFICE**

Provides a comprehensive civilian personnel program to support the missions of service commanders. Formulates and administers policies and procedures designed to improve civilian personnel management.

Training Development Division: Provides administration of civilian training plans and provides training programs and information. Administers tuition assistance for civilian personnel and the Upward Mobility Program.

Management Employee Relations Division: Provides employee relations programs. Administers the Incentive Award (suggestions) program.

Technical Services Program: Provides information on personnel regulations and policies. Administers employee benefits to include life insurance, health insurance, and retirement. Processes personnel actions. Prepares information material as required to keep employees fully informed and determines individual entitlements with respect to employee benefits programs such as health benefits, life insurance, retirement, travel and transportation, compensation for disability, and death cases.

### **CIVILIAN PERSONNEL OFFICE (cont)**

Counsels employees or family members on the benefits. Provides a program for pre-retirement counseling. Conducts personal welfare services.

Labor Relations Office: Serves as liaison with recognized labor unions. Provides information and advice to management personnel concerning labor relations and negotiated agreements. Enforces labor regulations. Serves on the labor negotiation committee. Provides advice to management concerning grievances.

Position Management and Classification Division: Administers all in-service placement, including mandatory actions under Office of Personnel Management, DOD, DA, and command programs, promotions, reassignments, details, and nonpersonal adverse actions (such as reduction in force) and out placement. Plans and develops local applicant evaluation systems and coordinates participation in candidate evaluation and its relation to consideration to selection. Administers the DOD Stability of Civilian Employment Program including the DOD Overseas Employment Program. Develops and administers all special employment programs (employment of the handicapped, Vietnam veterans' program, and summer employment programs).

Program Evaluation Branch: Conducts personnel management effectiveness surveys in all serviced activities; compiles and analyzes survey results. Provides results of evaluations to management officials with recommendations for improvement. Consults with supervisors and managers to develop specific plans for improvement. Provides reports on effectiveness of personnel management to commanders of serviced activities and the Civilian Personnel Office, CPO.

### **EDUCATION CENTER**

This center provides counseling services, testing services, and education programs. Family members are welcome to take classes offered by the colleges at the Education Center. 287-4301

### **EQUAL OPPORTUNITY STAFF OFFICE**

This office is available to service members and their families for matters involving discrimination in race, color, national origin, sex, and religion. It provides information on procedures for initiating complaints, guidance on what constitutes an equal opportunity complaint, and assistance in resolving complaints informally, 287-2891.

### **FAMILY ASSISTANCE CENTER**

Provides one-stop assistance from a wide variety of Fort Hood agencies on a walk in basis. Located at the Phantom Warrior Center (Located on 37<sup>th</sup> St), 288-7570.

## **HOUSEHOLD GOODS (INBOUND/OUTBOUND/QUALITY ASSURANCE)**

Provides quality shipment of household goods and baggage arranged through contractors or through a "move it yourself" program. Note: Newly arrived personnel have a direct responsibility to contact the Transportation Office immediately upon arrival and provide a point of contact (telephone number and address) for delivery of household goods/unaccompanied baggage. The Quality Assurance Section is available to make household goods inspections at 287-4515.

## **HOP (BUS TRANSPORTATION FOR FORT HOOD AND SURROUNDING AREA)**

A HOP schedule and fares can be obtained from:

- HOP office on at 216 E. Ave C 616-6900
- Killeen Chamber of Commerce 526-9551
- Rear-Detachment
- [www.takethehop.com](http://www.takethehop.com)

## **INSPECTOR GENERAL**

This agency deals with rendering assistance, correcting injustices affecting individuals, and eliminating conditions determined to be detrimental to the efficiency, economy, morale, and reputation of the Army. The Inspector General investigates matters involving fraud, waste, and abuse. III Corps Inspector General is located in the III Corps Headquarters, 287-5725.

## **LEGAL ASSISTANCE**

Legal Assistance provides help in the following areas:

- Domestic relations/family law matters
- Will and estates
- Adoptions and name changes
- Non-support and indebtedness
- Landlord-tenant relations
- Taxes
- Civil Suits
- Powers of Attorney
- Immigration/Naturalization
- Consumer Affairs

You must have a Power of Attorney if you are to conduct family business, including legal, financial, or unit related activities. The two most common Powers of Attorney are the General Power of Attorney (authorizes you to conduct all family business which would otherwise require your spouse's presence) and the Special Power of Attorney (authorizes you to conduct only the matter specified in the document which would otherwise require your spouse's presence), 287-7404 / 1850.

## **MAYORAL PROGRAM**

Provides a linkage between the command and the residents of the post. A mayor's meeting is held periodically to address the issues surfaced by residents. Unresolved issues are carried forth to Installation Commander's Meetings. Housing area programs initiated by the mayors include Crime

Watch and Helping Hands. This program identifies homes displaying a red hand on the window or door as a house where a child may find assistance if lost or in danger. Through the mayoral program, many housing areas have formal local councils to improve neighborhoods and foster a sense of community.

## **MENTAL HEALTH ACTIVITY**

Provides the following services:

- Psychological evaluation and testing.
- Individual counseling, marital counseling, parent training, family training, and group therapy.
- Referral services to other helping agencies.

Mental Health offers assistance during those times when the bottom seems to fall out of life. If the going gets rough, feel free to call. Community Mental Health Services, 287-7712.

## **MILITARY POLICE**

Provides for the enforcement of laws, orders, and regulations; traffic control; civil disturbance control; preventing and investigating crime; apprehending absentees and deserters; physical security; and correctional treatment of prisoners.

Law Enforcement: Receives, responds to, and investigates complaints. Provides 24-hour MP patrol coverage of the installation. Directs all traffic operations such as motor vehicle traffic regulation and accident investigation. Maintains the traffic offense points system and processes drunk drivers. Conducts proactive antiterrorism programs such as awareness campaigns and response force training initiatives.

Military Police Investigations: Investigates crimes involving personnel subject to the Uniform Code of Military Justice or crimes affecting government property. Recovers stolen property; provides protective services; and conducts drug suppression operations with USACIDC.

**(Military Police (Non-Emergency) 287-5019)**

## **PREVENTIVE MEDICINE SERVICES**

Provides a comprehensive public health program similar to a program provided by a civilian public health department.

The Communicable Disease Control Program provides diagnosis, treatment, and education (individual and group).

Community Health Nursing Services provides preventive health care services in the home, office, or via telephone; health education for individuals and groups; health promotion; liaison between civilian human resources and military medical treatment facilities; health consult to child development services programs; liaison between civilian/DODDS schools and military community.

Environmental Health Services provides environmental and food services sanitation; pest and disease vector control; environmental quality control (water, air, waste, noise), 288-1665 / 1055.

## **PUBLIC AFFAIRS OFFICE**

Uses media relations, community relations, and command information to “Tell the Army Story” to the public and the Soldiers, civilian employees, and their family members.

Provides and coordinates input for the post newspaper.

Produces radio and television programs for airing on the installation closed-circuit system and on local community radio and TV stations.

Publishes the unofficial guide for newcomers.

Is the installation liaison with the local civic groups.

## **RECREATION CENTER**

Provides constructive, creative, educational, and leisure-oriented classes, events, programs, gatherings, etc. for individuals, families, and the total community. Meeting spaces and ancillary equipment are available for groups, organizations, and special interest club use. Self-directed as well as directed activities are available on a regular basis. Bldg. 1176, Clear Creek Rd., 287-1853 or 287-4126.

## **SOCIAL WORK SERVICES**

Provides services dealing with social problems to include crisis intervention, family therapy, marital counseling, abortion or adoption referral, financial counseling, and parent or child management assistance

## **THRIFT SHOP**

Is a non-profit organization that sells used clothing, appliances, toys, books, baby furniture, and other items. Soldiers and family members may sell items through the Thrift Shop, which take 25 percent of the selling price. The Thrift Shop is operated largely through the efforts of volunteers. Open Tues. 9:00 am – 3:00 pm, Wed. 9:00 am – 4:00 pm, Thurs. 9:00 am – 3:00 pm, 1<sup>st</sup> Sat. 9:00 am – 2:00 pm. Consignment hours, Tues, Wed. Thurs, 10:00 am – 1:00 pm, 1<sup>st</sup> Sat 10:00 am – 12:00 pm. Located next to Clear Creek PX. 532-2948.

## **UTILITIES AND POLLUTION CONTROL DIVISION: SANITATION BRANCH**

Provides for water pumping treatment and distribution system, sanitary sewage collection, treatment and disposal system, and refuse section. Operates water pollution control and abatement program.

## **VETERINARY SERVICES**

Provides complete veterinary care for government owned animals and privately owned animals to include vaccinations, health certificates, and the treatment of those diseases that pose a threat to human health, 287-6719.

Manages a rabies control program to include animal vaccinations, investigation of animal bite cases, the quarantine of biting animals and the kenneling of strays. Strays are usually held for three working days in order for the owner to claim them. 287-6719

Other preventive medicine activities as directed by the hospital commander.

## **WARRIOR WAY SPECIALTY STORE**

This store offers everything not found in the main store. Furniture, outdoor recreation equipment (hunting and fishing), boats, computer sales, audio equipment, stereo equipment, video equipment, etc. 286-6835.

## **YOUTH ACTIVITIES**

Provides a comprehensive youth program (grades 1 through 12) that fosters social interaction, promotes personal growth, and develops educational and recreational skills. Provides a focus for youth as a recognized group to be served by the installation and offers diverse, flexible activities and recreational options that are responsive to the needs of families both on and off post.

Provides programmed activities to include:

- Community Activities: Festivals, parties, dances, advisory councils, carnivals, banquets, volunteer programs, teen clubs, youth to youth sponsorship.
- Educational Activities: Instructional classes on bicycle safety, sports clinics, life survival skills, computer classes, special interest groups, community service projects.
- Fitness and Sports Activities: Individual and team instructional sports, life-long sports skills, gymnastics, swimming, aerobics, tennis, golf, nutrition and good health habits, sports injury prevention, and coaching certification.
- Cultural Activities: Youth theater, music, crafts, dance, ballet classes, drama club, theatrical technical support.
- Outdoor Activities: Backpacking, cycling, nature classes, boating, fishing, white water rafting, sky diving.
- Competitive Activities: Tournaments, contests, etc.
- National Youth Organizations: Scouting, Junior Achievement, and 4H.

All sports registration, except football, can be taken at any Youth Center on Fort Hood. Youth Center membership is required.

Youth Sports is located behind Abrams Gym in Bldg. 23005. You can call for more information at 285-5459. They are open Monday thru Friday from 7:30 am to 4:30 pm, and closed on all Holidays. Volunteer coaches are always needed.

## **SPECIAL ASSISTANCE HOTLINE NUMBERS**

287-BOSS-2677	III Corps Commander's Line
288-CALL-2255	Commander's Line
287-CHAP-2427	Chaplain (worried, depressed, problems)
287-ALCO-2526 2892	Answers and Facts for Alcohol Problems, Drinking Discussed Anytime (DCA)
287-CRIM-2746	III Corps and Fort Hood Provost Marshal (Anonymous reporting of crimes)
287-DRUG-3784	Answer of Drug Problems discussed with a counselor anytime. Crisis Center available.
287-6278	III Corps Adjutant General (program to provide good ideas)
287-FOOD-3663	Army Community Service (ACS)
287-INFO-4636	Morale Support Activities (activities, upcoming events, info)
287-RENT-7368	III Corps Engineer Housing (off post housing referral assistance)
287-VOLS-8657	Director of Community Activities Installation Volunteer Coordinator (to apply for volunteer work or request volunteers for your organization)
634-8309	Domestic violence (shelter for battered family members), sexual assault, rape
287-3071	Army Community Services
288-INFO-4636	DCA (FSD-ACS) to get information about Army Community Services activates
287-CARE-2273	DCA (FSD-ACS) to report child and spouse abuse involving Soldiers and their families residing on or off the installation
287-CHAT-2428	III Corps IG for any requests for assistance and/or complaints from military family members and civilian employees at Fort Hood
287-CITY-2489	III Corps G-5 for Consumer Affairs complaints about purchased products. Contact housing office for problem with landlords.

287-DOIM-7312	DOIM information to request automated data center processing equipment (ADPE) service; get hardware/software assistance and installation consultation and training
287-GAME-4263	III Corps PMO for any questions about fishing and wildlife on Fort Hood; to report poaching
287-IDEA-4332	DRM to get information on how to submit a suggestion to Fort Hood and the Army
287-REUP-7387	III Corps for questions concerning reenlistment, reenlistment benefits; questions after retirement
287-SAVE-7283	DEH Energy to call in good ideas for energy conservation
287-5210	AG for information about retirement benefits; questions after retirement
287-3341	AG/Texas Veterans to assist Veterans in filing for all benefits
287-2722	CID to report Fraud and Waste
287-5000	CID to report Drug Trafficking
287-2891	IG Equal Opportunity Office for military members and their families to get assistance on discrimination problems believed to be
287-4754/4752 287-4001	III Corps PMO to get information on crime prevention and make appointments for crime prevention presentation
287-4212/3704	DEH family to check on Housing Waiting List Housing Status
288-6474	DACH Social Work for a spouse to talk to a Social Workers between 7:30 a.m. - 4:30 p.m. about problems or abuse; all other hours must report to the Emergency Room. For Immediate Help, Call MP Desk, 287-2176 or 287-CARE.
1-800-252-5400	Texas Child Abuse to report child abuse off post line (Toll Free) involving nonmilitary related families
288-1424	Aircraft Liaison to report aircraft noise and other disturbances
287-7310	DCA (ITR) for information and tickets to recreation and sporting events off post
287-7310	DCA (MWR) to get information on Morale, Welfare, and Recreation special events on post
287-2489	Military complaints against local civilians



## **TO THE SPOUSE**

Once a unit has deployed, it is too late to realize you need your spouse's signature or don't know where things are or how important tasks are done. These problems can easily be avoided. The best solution is to be totally prepared.

True family readiness comes from a series of minor tasks accomplished well in advance rather than a sudden "crash" program begun after receiving an unexpected deployment notice. Last-minute rushing produces needless family worry and stress. It causes many parts of the family readiness plan to be left undone.

By looking ahead and anticipating the likelihood of a deployment, you and your loved ones can adequately plan for this separation. Remember, once your Soldier has been deployed, the responsibility for your family transfers directly to you. Ultimately, you are responsible for knowing your rights and privileges and what resources are available to you as an Army spouse.

## **SPOUSE'S CHECKLIST**

- \_\_\_\_\_ Take AFTB (Army Family Team Building) classes
- \_\_\_\_\_ Get to know community resources, services, and locations

### **Automotive:**

- \_\_\_\_\_ Get automobile key (and spares)
- \_\_\_\_\_ Get garage key (and spares), if applicable
- \_\_\_\_\_ Have oil changed, new oil and air filter installed, and car lubricated; know the mileage reading when the oil should be changed next
- \_\_\_\_\_ Make sure all fluid levels are up to normal (oil, transmission fluid, brake and steering fluid, water); know how to check and fill them yourself (if needed) and what gasoline to use
- \_\_\_\_\_ Make sure all vital equipment is in good condition and working order (including brakes, tires, battery, belts, hoses, headlights/high and low beams, tail lights, brake lights, turn signals)
- \_\_\_\_\_ Review your insurance policy to make sure it provides adequate coverage (liability, medical, uninsured motorist, damage to your car and others); know the renewal date, cost of renewal, who to contact to renew the policy (name, address, and telephone number)
- \_\_\_\_\_ Investigate a road service policy (if desired) to provide assistance with flat tires, towing, stalled engine, being locked out of your car, and other emergencies; know what your policy covers, when it expires and has to be renewed, cost of renewal, who to contact to renew (name, address, and telephone number); know what to do if you don't have this coverage and one of these events happens
- \_\_\_\_\_ Look into the renewal of state and on-post vehicle registration (year, cost, where to go, what to do)
- \_\_\_\_\_ Check your state driver's license expiration date, cost to renew, where to go, what to do

## **Spouse's Checklist—Page 2**

- \_\_\_\_\_ Check your annual state automotive safety check, if required (when it expires, cost to renew, where to go, and anything that may have to be repaired or replaced to pass this inspection)
- \_\_\_\_\_ Take possession of automotive papers (car registration, safety inspection, tire warranties, battery guarantee, insurance policy and certificate of insurance, road service card); know where they are, what they mean, how to use them
- \_\_\_\_\_ Learn where to go, who to see or call when you have problems with the automobile (routine maintenance, auto repair, tires, oil changes, and lubrication)
- \_\_\_\_\_ Learn what alternative transportation is available (on post, car pools, taxis, city buses, friends)
- \_\_\_\_\_ Prepare a list of automotive “do’s and don’ts” and hints on car care

### **Family:**

- \_\_\_\_\_ Make sure your spouse's unit has your name, address, and telephone number, along with the name, address, and telephone numbers of one or more people who will know where you are at all times (even if you travel or move)
- \_\_\_\_\_ Get the name, address, and telephone number of your landlord, mortgage company, or government housing office
- \_\_\_\_\_ Get the names and telephone numbers of key members of your Family Readiness Group, your unit's Rear Detachment Commander and chaplain, Family Assistance Center, Guard or Reserve Family Program Coordinator
- \_\_\_\_\_ Make sure you have a military ID card for each member of your family
- \_\_\_\_\_ Get the keys to your house, safety deposit box, personal storage company
- \_\_\_\_\_ Know when ID cards expire, and have required forms signed by sponsor before departure

### **Make sure you have (if appropriate):**

- \_\_\_\_\_ Marriage and Birth certificates
- \_\_\_\_\_ Insurance policies (life, home, auto)
- \_\_\_\_\_ Family social security numbers (including your children's)
- \_\_\_\_\_ Rental or lease papers (if appropriate)
- \_\_\_\_\_ Deeds and/or mortgage papers (if appropriate)
- \_\_\_\_\_ School registration papers (if appropriate)
- \_\_\_\_\_ Spouse's proof of military service documents
- \_\_\_\_\_ Copies of your spouse's orders and all amendments
- \_\_\_\_\_ Shipping documents and/or household goods inventory
- \_\_\_\_\_ Court orders for support and custody of legal dependents

### Spouse's Checklist—Page 3

- \_\_\_\_\_ Unit mail card
- \_\_\_\_\_ Copy of your most recent allotment request (if appropriate)
- \_\_\_\_\_ Naturalization papers (if appropriate)—know the expiration date and prepare paperwork in advance
- \_\_\_\_\_ Divorce decree (if appropriate)
- \_\_\_\_\_ Adoption papers (if appropriate)
- \_\_\_\_\_ Death certificates (if appropriate)

#### Financial:

- \_\_\_\_\_ Take possession of appropriate bank books, ATM cards, checkbooks, credit union papers or books, credit cards
- \_\_\_\_\_ Know how to report lost credit cards and how to request replacements. If a credit card is lost or stolen, report it immediately to the issuing company AND the credit-reporting agencies listed in the front of the Resources section of this handbook.
- \_\_\_\_\_ Make sure you can make deposits and withdrawals with only your signature. If the account shows an “and” between your spouse’s name and yours, it requires both signatures; an “or” ensures you can make deposits and withdrawals in the absence of your spouse. This can be changed only while the Soldier is here.
- \_\_\_\_\_ Keep a list of automatic deposits and withdrawals or payments made to financial accounts (paycheck, insurance, loan, or bill payments)
- \_\_\_\_\_ Have your spouse apply for a Class EE Savings Bond allotment (if desired and appropriate), and keep a copy of the signed application

#### Important documents you should have:

- \_\_\_\_\_ Get a Power of Attorney, unit mail card, and military ID card if you will have to pick up your spouse’s paycheck and/or mail from the unit
- \_\_\_\_\_ Prepare a list of outstanding payments, loans, and other obligations with due dates, amount owed, who to pay, contact person, address and telephone numbers
- \_\_\_\_\_ Prepare a list of investments such as securities or bonds with their value, contact person's name, address and telephone number; know how to cash these in an emergency
- \_\_\_\_\_ Get copies of the past five years’ state and federal income tax returns and everything needed for the next filing, including due dates and who to contact for assistance in preparing the returns
- \_\_\_\_\_ Prepare a list of military and community organizations that offer financial advice, counseling, information, and assistance

## Spouse's Checklist—Page 4

### Legal:

- \_\_\_\_\_ Get the name, address, and telephone number of your military or private attorney or legal advisor
- \_\_\_\_\_ Get a Power of Attorney (general or limited) if you will need to sign documents or act on your spouse's behalf during the deployment
- \_\_\_\_\_ Make sure your will and your spouse's will are up to date and valid
- \_\_\_\_\_ Get copies of all insurance policies, and find out what is covered and to what extent; get contact person's name, address, and telephone number; ask whether you need a Power of Attorney to file a claim during your spouse's deployment
- \_\_\_\_\_ Secure a list of military and community organizations that offer legal advice, counseling, information, and assistance

### Medical:

- \_\_\_\_\_ Make sure you have family medical cards for you and your children
- \_\_\_\_\_ Make sure you have family shot records for you and your children
- \_\_\_\_\_ Make sure current prescriptions for medicine and glasses or contact lenses are available
- \_\_\_\_\_ Get a list of military, community, state, and federal organizations that offer medical, mental or emotional, dental, and optical assistance

### Security/Safety:

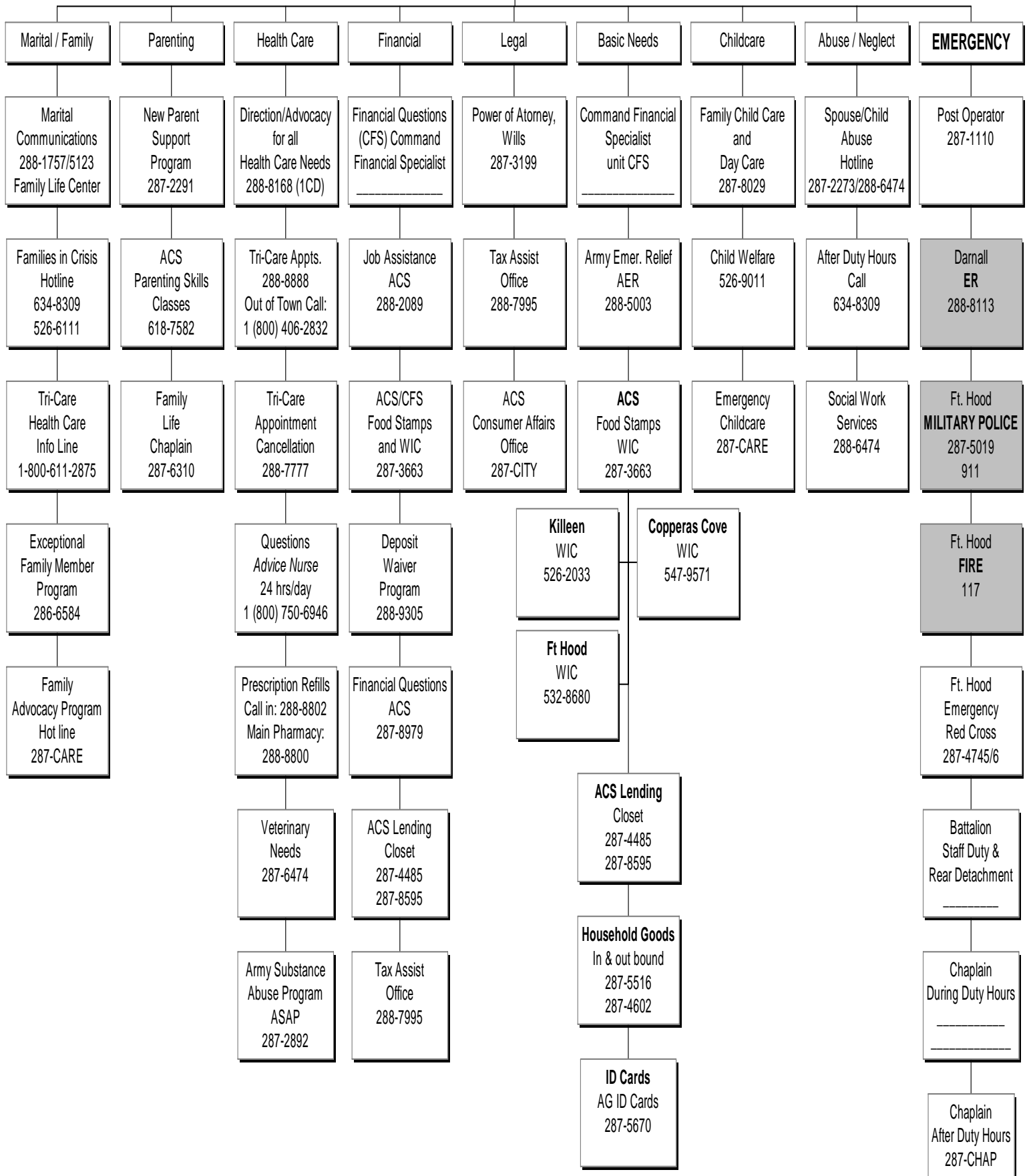
- \_\_\_\_\_ Request a military or local police crime prevention survey for your home
- \_\_\_\_\_ Add a "peephole" to at least your front door and adequate locks to all of your doors and windows
- \_\_\_\_\_ Place your family's name on the Military Police Quarters Checklist (or notify the local police if you live in a civilian community) if your family will be away from home for an extended period
- \_\_\_\_\_ Install a smoke detector (or check existing detectors) in key areas of your residence (kitchen, bedroom, living room, shop/garage)
- \_\_\_\_\_ Install a fire extinguisher (or inspect existing extinguisher) in key areas of your residence (also recommended for your automobile)
- \_\_\_\_\_ Discuss with your family alternate exits they can use to leave your home from each room in case of a fire or other emergency
- \_\_\_\_\_ Get a list of military and community organizations that offer security/safety advice, counseling, information, and assistance

FORT HOOD FREQUENTLY CALLED NUMBERS	
Fort Hood Family Assistance Center FAC	288-7570 when activated
Information and Referral	288-INFO or 288-4636
Fort Hood Telephone Operator	287-1110 DSN 737
Military Taxi	287-2154 DSN 737
Army Substance Abuse Program (ASAP)	287-2892 DSN 737
Ambulance	288-8112 DSN 738
American Red Cross: Fort Hood	287-0400 DSN 737
American Red Cross: Killeen	200-4400
Apache Arts and Crafts Center	287-0344 DSN 737
Army Community Services (ACS)	287-3663
Army Emergency Relief (AER)	287-2489
Bell County Health Department	526-2033
Bell County Mental Health Mental Retardation: Temple	1-254-778-6785
Billeting	532-5157
BLORA - Belton Lake Outdoor Recreation Area	287-4907 DSN 737
Bus Schedules (Trailways, etc.)	634-3843
Casa Blanca Travel	285-2090
Casey Library	288-4921 DSN 738
Central Clearance (AG)	288-4628 DSN 738
Central Issue (CIF)	288-2267 DSN 738
Central Texas College	526-1104
Central Texas College (Ft. Hood)	526-1902
Chaplain's Crisis Line	287-CHAP
Child Abuse	1-800- 252-5400
Child Abuse Hotline	287-2273 (CARE)
Child Care (hourly at Comanche CDC)	287-4848
Child Care (hourly at Comanche CDC)	287-4848
Child Development Center (Clear Creek)	288-5222
Child Welfare	526-9011
Child Welfare: State Agency	1(800) 252-5400
Citizenship/immigration	287-4471
Civilian Personnel Advisory Center (Job Information)	288-2002 DSN 738
Commissary (Clear Creek)	532-7200
Commissary (Warrior Way)	287-8025 DSN 737
Community Counseling Center	288-6474 DSN 738
Community Health Nurse	287-0281 DSN 737
Community Life Program	618-7720 DSN 259
Community Mental Health	287-5131 DSN 737 OR 287-7712 DSN 737
Compassionate Friends (Bereaved Parents)	24Hour pager 542-8230
Consumer Affairs	287-2489 DSN 737
Copeland Center	287-5992
Department of Human Resources: Copperas Cove	547-4286
Department of Human Resources: Killeen	526-9011
Domestic Violence	1-800-252-5400
Education Center	287-4824 DSN 737
Emergency Room	288-8113 DSN 738
Emergency Room: Information	288-8000 DSN 738
Equal Opportunity	287-3602 DSN 737

Exceptional Family Member Program (EMFP)	286-6584 DSN 566
Families in Crisis	1-888-799-SAFE
Family Housing	287-4051 DSN 737
Family Life Center	288-1757
Financial Readiness Program (ACS)	287-2489
Food Care Center - Killeen	554-3400
Food Stamp Program	519-4666
Guest Housing - Transient Billeting Office (Keith Ware Hall)	532-8233
Guest Housing: Poxon House	532-2100
Health Service	547-8383
Help Center (financial aid must be AER-referred)	Killeen 519-3360
Homeless Shelter: Cove House (Copperas Cove)	547-4673
Homeless Shelter: Home and Hope (Killeen)	634-0110
Homeless Shelter: Martha's Kitchen (Temple)	1-254-770-0515
Hospital: Central Appointments	288-8888 DSN 738
Household Goods (Inbound)	287-5516 DSN 737
Household Goods (Outbound)	287-4602/9832 DSN 737
Housing (HUD, section 8)	634-2443
Housing Authority	634-5243 Killeen
Housing Referral	287-7807 DSN 737
Human Services	519-4666
Immunization	285-6335
Incoming Personnel: Info Desk (Bldg 121)	287-3832
Information, Ticketing, and Registration (ITR)	287-7310 DSN 737
Legal Aid Society (Belton)	1-800-234-6606
Legal Aid: 4ID	287-1850 DSN 737
Legal Aid: 1CD	287-6060 DSN 737 COSCOM - 287-2216 DSN 737
Legal Aid: Ill Corps	287-5297/7901 DSN 737
Loan Closet	287-8595 DSN 737
Marine Rentals	287-6073
Marriage License Information	634-0768
Mental Crisis	1-800-888-4036
Military Police (MP)	287-2176/2177 DSN 737
Mission Soup Kitchen	634-8322
MP Watch Commander	287-4001 DSN 737
MWR - Morale Welfare & Recreation	287-4126/4930 DSN 737
Officers' Club	532-5329
Passports VISAs	287-6101 DSN 737 or 287-5253
Pharmacy	288-8100 DSN 738
Pharmacy: Refills	288-8911/8912 DSN 738
Poison Control	1-800-222-1222
Police: Copperas Cove	547-8222
Police: Harker Heights	699-7600
Police: Killeen	634-3111
Post Engineers (Work Orders)	287-2113 DSN 737
Post Exchange	532-7200 Clear Creek / 532-8100 Warrior Way
Post Locator	287-2137 DSN 737
Post Office: Fort Hood	287-2728 DSN 737

Post Office: Killeen	634-0281
Provost Marshall's Office	287-8011 DSN 737
Public Welfare	526-9011
Rape Crimes: Report - CALL MP's	287-4001
Rape Crisis	634-1184 Families in Crisis
Reach Center	526-3802
Relocation	287-4471 DSN 737
Retirement (AG)	287-5210 DSN 737
Runaway Hotline	1-800- 392-3352
School District: Copperas Cove	547-1227
School District: Killeen	501-0000
Social Services	288-6472/6474 DSN 738
Social Work Services: Information	288-6472/6474 DSN 738
Spouse Abuse Hotline	288-4474 DSN 738 OR 286-6774 DSN 566
Suicide Prevention	1-800- 888-4036
Texas Rehabilitation Commission	634-2618
Thrift Shop (Building 5003)	532-2948
TRICARE Customer Service	1-800- 406-2832 DENTAL 1-800-866-8499
VA Regional Office	1-800-827-1000
Veterans' Commission: Fort Hood	287-3341 DSN 737
Veterans' Commission: Temple	743-0549
Veterinarian Clinic	287-6719 DSN 737
WIC Program: Fort Hood	532-8680
WIC Program: Copperas Cove	547-9571
WIC Program: Killeen	526-2033
Women's Health Clinic	288-8265 DSN 738
YMCA Killeen	634-5445/0660
Youth Activities - Central Registration	287-8029 DSN 737
	<b>Last up-dated 28 Sept 2005</b>

# The Nature of my problem is . . .





## MAIL RELEASE FORM

(Please Print)

I \_\_\_\_\_, assigned to \_\_\_\_\_  
(rank/name) (unit)

authorize \_\_\_\_\_ to pick up mail addressed to me  
(spouse's name)

at the unit mail room during the period \_\_\_\_\_  
(first day)

through \_\_\_\_\_.  
(last day)

signature

## Leave and Earning Statement (LES) Release

(Please Print)

I \_\_\_\_\_, assigned to \_\_\_\_\_  
(rank/name) (unit)

authorize \_\_\_\_\_ to pick up my LES at  
(spouse's name)

the unit S-1 during the period \_\_\_\_\_  
(first day)

through \_\_\_\_\_.  
(last day)

I understand that my family member will receive a copy of my LES. I also understand that I need to visit the SJA to get a Special Power of Attorney for each pay change I authorize my spouse to make to my pay account.

signature



## FAMILY MEMBER INFORMATION SHEET AVIATION BRIGADE

### Appendix B

DATE: \_\_\_\_\_

FULL NAME (SPOUSE, PARENTS, FIANCE', GIRLFRIEND): \_\_\_\_\_

FULL MAILING ADDRESS TO INCLUDE ZIP CODE (WHERE YOU WILL BE DURING DEPLOYMENT):  
\_\_\_\_\_

HOME PHONE: \_\_\_\_\_

CELL PHONE: \_\_\_\_\_ WORK PHONE: \_\_\_\_\_

RESIDENCE ADDRESS (IF DIFFERENT THAN MAILING ADDRESS): \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

YOUR BIRTHDATE: \_\_\_\_\_ WEDDING ANNIVERSARY: \_\_\_\_\_

OCCUPATION: \_\_\_\_\_ LOCATION OF WORK: \_\_\_\_\_ WHAT HOURS DO YOU WORK? \_\_\_\_\_

DO YOU HAVE A DRIVER'S LICENCE? \_\_\_\_\_ DO YOU HAVE A CAR? \_\_\_\_\_

SOLDIERS NAME: \_\_\_\_\_ SOLDIERS RANK: \_\_\_\_\_ SOLDIERS UNIT: \_\_\_\_\_

WHAT IS YOUR PRIMARY LANGUAGE IF OTHER THAN ENGLISH? \_\_\_\_\_ LIST LANGUAGES: \_\_\_\_\_

WHAT AREAS OR COMMITTEES ARE YOU WILLING TO VOLUNTEER? (CHECK ALL THAT YOU ARE INTERESTED IN)

Point of Contact caller ☐ Newsletter writer ☐ Bake sales ☐  
Finance ☐ Hosting a Meeting ☐ Fundraising ☐ Social Event Committee ☐  
Go Team ☐ Care Team ☐ Welcome committee ☐ Layette Program ☐

Other Areas of Interest: \_\_\_\_\_

WHO SHOULD BE CONTACTED IN CASE OF AN EMERGENCY (NOT SPOUSE)?

NAME: \_\_\_\_\_ RELATIONSHIP: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ PHONE NUMBER(S): \_\_\_\_\_

NAME: \_\_\_\_\_ RELATIONSHIP: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ PHONE NUMBER(S): \_\_\_\_\_

CHILDRENS NAME(S): \_\_\_\_\_ BIRTHDATE(S): \_\_\_\_\_ GENDER(S): \_\_\_\_\_

SCHOOL NAME(S): \_\_\_\_\_

WHAT IS THE PREFERRED WAY TO RECEIVE FRG INFORMATION? \_\_\_\_\_

WHAT DAY WOULD BE BEST FOR YOU TO ATTEND FRG MEETINGS? \_\_\_\_\_

WHAT TIME OF THE DAY WOULD BE BEST FOR FRG MEETINGS? \_\_\_\_\_

WOULD YOU NEED CHILDCARE FOR FRG MEETINGS? \_\_\_\_\_

## **FAMILY READINESS GROUP TELEPHONE TREE**

GROUP LEADER'S NAME:

\_\_\_\_\_

TELEPHONE NUMBER:

\_\_\_\_\_

MY TELEPHONE NOTIFICATION GROUP:

NAME

TELEPHONE NUMBER

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_

4. \_\_\_\_\_

\_\_\_\_\_

5. \_\_\_\_\_

\_\_\_\_\_

6. \_\_\_\_\_

\_\_\_\_\_

7. \_\_\_\_\_

\_\_\_\_\_

8. \_\_\_\_\_

\_\_\_\_\_

9. \_\_\_\_\_

\_\_\_\_\_

10. \_\_\_\_\_

\_\_\_\_\_

NOTES:

## **HOUSE CARE CHECKLIST**

Take a 10 minute walk through your house. Carry this checklist to help you truly see your home. The idea behind this walk is to look for fire hazards. You don't have any? Are you sure? Perhaps this list will change your mind.

### **KITCHEN:**

**YES/NO**

Are curtains, dish towels, or paper items kept away from stove? \_\_\_\_\_

Is stove's exhaust hood and ductwork clean of grease? \_\_\_\_\_

Do you have a working fire extinguisher close at hand? \_\_\_\_\_

### **LIVING ROOM. DINING ROOM. BEDROOMS:**

• Is fireplace spark screen always closed? \_\_\_\_\_

• Is electrical wiring/circuits/outlets adequate to handle load? \_\_\_\_\_

• Is there sufficient space for air circulation around TV/stereo? \_\_\_\_\_

• Are ashtrays available in home occupied by smokers? \_\_\_\_\_

• Are matches and lighters out of reach of children? \_\_\_\_\_

### **ATTIC, CLOSETS. STORAGE ROOM:**

• Do you keep oily cleaning rags in tight metal containers? \_\_\_\_\_

• Are you using only nonflammable cleaning fluids? \_\_\_\_\_

• Do you avoid accumulations of paper and combustible materials? \_\_\_\_\_

### **WORKSHOP:**

• Are combustible materials kept away from heat sources? \_\_\_\_\_

• Are paint thinners, paints, and solvents kept in their original containers for identification purposes? \_\_\_\_\_

• Are furnace, heaters, vents and chimneys inspected & serviced regularly? \_\_\_\_\_

• Are fuses of the proper size for the circuits they protect? \_\_\_\_\_

• Are the dryer lint trap and vent kept clean? \_\_\_\_\_

### **GARAGE/ GROUNDS:**

• Is gasoline for the mower stored in a safety can? \_\_\_\_\_

• Have you removed accumulations of trash and paper? \_\_\_\_\_

• Are oil-soaked rags in tight metal containers to prevent combustion? \_\_\_\_\_

• Do you use commercial starter fuels (not gasoline) for barbecue fires and are barbecue mitts emberproof? \_\_\_\_\_

• Are there dry leaves under porches or wooden stairs, in window sills, or anywhere else close to the house? \_\_\_\_\_

## SELF CHECK:

- Do you inspect electrical cords frequently and keep them in good condition? \_\_\_\_\_
- Do you use extension cords only for temporary convenience,  
never as permanent wiring? \_\_\_\_\_
- Do you enforce a "NO SMOKING IN BED" rule? \_\_\_\_\_
- Do you and your family avoid using hair spray near open flames  
or while smoking? \_\_\_\_\_
- Does everyone in the family know how to call the fire department  
or dial the operator? \_\_\_\_\_
- Does each telephone have the fire, police, and ambulance numbers close to it? \_\_\_\_\_
- Does your family have a fire escape plan and has your family drilled with it? \_\_\_\_\_
- Do you make sure your children are not left unattended and instruct  
baby sitters about emergency procedures? \_\_\_\_\_

**NOW IT IS TIME TO ADD UP YOUR ANSWERS.** To how many of the 35 questions did you answer "NO" to One or two? Your home is pretty fire safe. But remember, just one can cause a tragedy!

If you had 5 or 6, you are risking the safety of your family. If you have more than 6, you are asking for trouble. **Take action NOW!**

## SMOKE DETECTORS

Buy a battery-operated smoke detector. It is one of the best and most inexpensive forms of fire insurance. It will not prevent a fire from starting, but it may save your life! Be sure to check the smoke detector on a regular basis.

## HOME TOOL KIT

- |  |                             |
|--|-----------------------------|
| _____ Flashlight and extra batteries   | _____ Hammer                |
| _____ Assorted Nails, screws and tacks | _____ Screwdrivers          |
| _____ Masking Tape                     | _____ Scissors and/or knife |
| _____ Pliers                           | _____ Wrench                |
| _____ Furnace Filters                  | _____ Extra light bulbs     |

## **PRE-DEPLOYMENT CHECKLIST**

Turn in prior to deployment

### **DOES YOUR SPOUSE HAVE THE FOLLOWING PAPERWORK?**

- \_\_\_\_\_ A current ID card?
- \_\_\_\_\_ A current passport?
- \_\_\_\_\_ Access to a checking account?
- \_\_\_\_\_ Enough money to manage household while you are gone?
- \_\_\_\_\_ A current Power of Attorney?
- \_\_\_\_\_ Current ID cards for children (In good condition)?
- \_\_\_\_\_ A driver's license?
- \_\_\_\_\_ Up-to-date car registration?
- \_\_\_\_\_ Up-to-date shot record for pets?
- \_\_\_\_\_ Current chain of concern phone roster?
- \_\_\_\_\_ Phone numbers of Battalion Rear Detachment Commander?
- \_\_\_\_\_ DOES YOUR FAMILY HAVE ANY SPECIAL MEDICAL PROBLEMS? (If so, get a statement from the doctor).
- \_\_\_\_\_ IS YOUR WIFE PREGNANT?  
 When is she due? \_\_\_\_\_  
 (If so, get a statement from the doctor, especially if it is expected to be a problem pregnancy).

### **PLEASE CHECK ALL QUESTIONS, SIGN AND DATE.**

NAME: \_\_\_\_\_ UNIT: \_\_\_\_\_ PLATOON: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_



FOR OFFICIAL USE ONLY



## 1-4 AVIATION REGIMENT SPOUSE LEAVE INFORMATION

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### PRIVACY ACT STATEMENT

AUTHORITY: 5 U.S.C. 301, 10 U.S.C. Section 3013 and 4301, Secretary of the Army, Army Regulation 25-1, Army Information Management, Army Regulation 380-19, Information Systems, E.O. 9397 (SSN). PRINCIPLE PURPOSE (S): To assist the Rear Detachment Commander/ NCOIC/ CFS/ FRG and Army Agencies in their mission of providing care and assistance to families of Service members who are required to be away from their home station. ROUTINE USES: (1) To identify the families who will be out of the Ft Hood area for a given time in order to have proper contact information. MANDATORY OR VOLUNTARY DISCLOSURE AND EFFECT ON INDIVIDUAL NOT PROVIDING INFORMATION: Voluntary information is required to assist the individual and his/her family members. Failure to provide the required information could result in a delay in providing assistance/ information to the individual and/or family members.

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This leave information sheet is strictly used as a means to quickly contact spouses in the event of an emergency; it **is not** used as a “tracking device.”

1. Name: \_\_\_\_\_
2. Sponsor's Name: \_\_\_\_\_
3. Date(s) that you and your family will be gone: \_\_\_\_\_
4. Address that you will be at: \_\_\_\_\_
5. Means of travel to destination: \_\_\_\_\_
6. Nearest military installation (if known): \_\_\_\_\_
7. Phone number that you can be reached at: \_\_\_\_\_
8. Secondary phone number: \_\_\_\_\_

The above information is correct. If I should deviate from my plans I will contact my FRG leader or the Rear Detachment Command to update my contact information.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Appendix G

## **MYPAY RESTRICTED ACCESS PIN**

1. Go to **<https://mypay.dfas.mil>**
2. Service Member (SM) must log in using SSN & PIN
3. Click on "Personal Settings Page"
4. Click on "Restricted Access PIN"
5. Create Restricted Access PIN  
(Note: your Restricted Access PIN must start with a letter (A-Z) followed by 3-7 numbers)
6. Log in to MyPay using Soldiers SSN and Restricted Access Pin

Note: The Restricted Access PIN may be given to others along with the SMs Social Security Number (SSN) to view Pay Statements or Tax Statement without allowing them to change the Pay Account. They will gain access by logging into MyPay using the SMs SSN and this special PIN that is created.

## **GUEST ARMY KNOWLEDGE ONLINE (AKO) ACCOUNT**

1. Go to <https://www.us.army.mil>
2. Look for the "New User" section and click on "Register for AKO"
3. Click on "NEXT" under "Guest Accounts Include the Following"
4. Fill in all required information in the appropriate blocks. Account Type will most likely be "Family Member". You will have to ask your spouse to find out their AKO User Name for the Army Sponsor block. Some blocks are required (RED STAR), and some blocks are optional.
5. Click on "NEXT" in the bottom section.
6. Select a User Name, (AKO will suggest one, or you can pick your own). Enter a password twice, has to be at least 8 characters, must contain at least one letter and must contain at least two numbers or special characters. It IS case sensitive.
7. Click on "FINISH" in the bottom section.
8. Guest will get registration confirmation page. PRINT IT OUT...It lists your AKO user name and your email address.
9. Write your password down and keep some place secure.
10. Once you are done, have your sponsor log on to AKO with their log-in. They will have an email waiting in their Inbox.
11. The email will direct the service member to follow an approval link. Follow the link's instructions.
12. Click on the pending guest's user name.
13. The Guest account is set up. Have the Family member log in using their new Log-in and Password.